

Cross Agency Desk Aid

Referral Communications Committee

Last Updated 8/1/2016

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Development Disabilities Administration (DDA) Long-Term Care Specialty Unit	Aging and Long-Term Care Support Administration (Long-Term Care)		Washington Healthplanfinder Customer Support Center	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
		Home & Community Services (HCS)	Residential Care Services (RCS)				
1-877-501-2233 1-877-980-9220 (Answer Phone) www.washingtonconnection.org 1-888-338-7410 (FAX)	1-855-873-0642 www.washingtonconnection.org 1-855-635-8305 (FAX)	No call center at HCS Contact your local office by checking at: http://adsaweb.dshs.wa.gov/hcs/maps.htm www.washingtonconnection.org	Residential Care Services (RCS) Report abuse or neglect in a licensed/certified setting 1-800-562-6078 RCS is responsible for the licensing/certification and oversight of <ul style="list-style-type: none">Nursing facilitiesAdult family homesAssisted living facilitiesIntermediate care for individuals with intellectual disabilitiesEnhanced services facilitiesCertified community residential services & supports To search for a licensed home in your area, visit https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services , select the setting and then the locator link.	1-855-923-4633 http://www.wahealthplanfinder.org/customersupport@wahbexchange.org 1-360-841-7620 (FAX)	Lead Organization Contact Information available at: http://www.wahbexchange.org/wp-content/uploads/2013/05/HBE_NAV_151124_Navigators_Organizations.pdf	1-800-562-3022 https://fortress.wa.gov/hca/p1contactus/	1-855-623-9357 https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx
<ul style="list-style-type: none">Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance)Apply for Classic Medicaid programs, SSI, 65+, and disabledRequest an appeal of Classic Medicaid, Food, Cash and Child Care programsWASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 1-877-380-5784For additional application assistance refer to the Public Access Directory for community partners: https://www.washingtonconnection.org/home/publicaccessdirectory.goConstituent Relations 1-800-865-7801	<ul style="list-style-type: none">Medicaid programs for clients with developmental disabilitiesHospiceHealthcare for Workers with Disabilities (HWD) program (S08) 1-800-871-9275Children's institutional (K01)Residential mental health eligibility questions	<ul style="list-style-type: none">Long-term care nursing facility servicesIn-home care Assisted living or adult family homeCommunity first Choice (CFC)Medicaid personal careRequest an appeal for LTC programsCash and Food benefits for LTC (or HCS) clients		<ul style="list-style-type: none">Apply for or renew health care coverage (families, children, pregnant women and single adults)Health Insurance Premium Tax Credit (HIPTC) questionsQualified Health Plans (QHP) questionsHealthplanfinder Business questionsLocate an HBE Navigator or Broker http://wahbexchange.org/how-enroll/customer-support-network/Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahbexchange.org/appeals or call for information: 1-855-859-2512	For system functionality visit Healthplanfinder Status Center : http://wahbexchange.org/customer-resources/outages-and-maintenance/ Email navigator@wahbexchange.org <ul style="list-style-type: none">For questions about becoming a NavigatorTo request outreach materials and presentationsHPF password reset or lockout: 1-855-256-9598	<ul style="list-style-type: none">ProviderOne Client Services CardProvider billing and claims questionsApple Health Managed Care enrollment and questionsProviderOne benefit coverage questionsFoster Care inquiriesIn Clark and Skamania Counties only: Mental Health, Substance Use Disorder and Crisis Services<ul style="list-style-type: none">Additional Supports for SW WA:<ul style="list-style-type: none">24/hr Crisis Line: 1-800-626-8137http://wa.beaconhealthoptions.com	<ul style="list-style-type: none">Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults)Post-Eligibility Case Review questions or report changesApple Health for Kids premium payment questions (CHIP)Request an appeal for Apple Health Programs
Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Suggested script: “Please have your Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). closed from Noon – 1pm Suggested script: “Please have your Client ID or Social Security Number available.”		To find an RCS office near you, visit https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices	Hours of operation: 8:00 am – 5:30 pm, Monday – Friday (except state holidays). Suggested script: “Please have your HPF application ID or Social Security Number available.”	Hours of operation are generally 8:00 am – 5:00 pm, Monday – Friday (except holidays). Suggested script: “For application issues, please have the HPF application ID available.”	Hours of operation: 7:00 am – 5:00 pm, Monday - Friday (except state holidays). Suggested script: “Please have your Client ID or ProviderOne ID available.”	Hours of operation: 7:00 am – 5:00 pm Monday - Friday (except state holidays). Suggested script: “Please have your Application ID, Client ID or Social Security Number available.”



Office of Insurance Commissioner (OIC)		Department of Social and Health Services		Additional Supports	
Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Child Support (DCS)	Behavioral Health Administration	<p>JP Morgan/Chase 1-888-328-9271 (24hrs) www.ucard.chase.com</p> <ul style="list-style-type: none"> EBT Card Replacement and Balance Information Change PIN number Client will need their EBT card number and Social Security <p>Office of Financial Recovery 1-800-562-6114</p> <ul style="list-style-type: none"> DSHS Overpayments Premium Payments Estate Recovery <p>2-1-1 1-877-211-9274 7-1-1 (relay service) www.211.org</p> <ul style="list-style-type: none"> Provide information and referral for community resources and volunteer opportunities. Support community-based organizations network. <p>Answer Phone 1-877-980-9220</p> <p>Automated system where clients can check their DSHS benefits</p> <ul style="list-style-type: none"> Obtain case status and payment information Hear information about your child care benefits Check voice messages left by your worker <p>Department of Commerce Locate Homeless and Prevention Assistance / Statewide Coordinated Entry Points for Housing</p>	<p>Tribal Resources</p> <ul style="list-style-type: none"> DSHS- Office of Indian Policy – (360) 902-7706 HBE- Tribal Liaison – Deborah Sosa tribal.liaison@wahbexchange.org HCA- Tribal Affairs Administrator – Jessie Dean 360-725-1649 or Jessie.dean@hca.wa.gov <p>Long-Term Care Ombudsman Program 1-800-562-6028 TTY: 1-800-737-7931 www.waombudsman.org</p> <ul style="list-style-type: none"> Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities. Report mistreatment of residents in facilities. <p>How to report Medicaid fraud You can help prevent misuse by reporting suspected Medicaid fraud for the following:</p> <ul style="list-style-type: none"> Recipients of Apple Health (Medicaid) coverage If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify WAHEligibilityFraud@hca.wa.gov Medicaid Providers Suspected Medicaid Provider fraud may be reported by calling 1-800-562-6906 or emailing hottips@hca.wa.gov
<p>1-800-562-6900 http://www.insurance.wa.gov/</p> <ul style="list-style-type: none"> Complaints against insurances companies, claim denials, poor service, coverage, cancellations, etc. Insurance options Legal rights: insurance laws & regulations Health insurance appeals Complaints against insurance agents/brokers/producers Insurance fraud 	<p>1-800-562-6900 http://www.insurance.wa.gov/shiba/</p> <ul style="list-style-type: none"> Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medigap plans Evaluate and compare Medicare plans Medicare coordination with Medicaid (dual), state & federal government retirees, veterans, private plans and HBE Medicare Savings Program & low-income subsidies Medicare complaints, questions and fraud prevention 	<p>1-800-442-5437 (KIDS) http://www.dshs.wa.gov/dcs/</p> <ul style="list-style-type: none"> Establish Paternity and Child Support Orders Collect / Distribute Child Support Employer Support Negotiate Payment Plans Payment/EFT options 1-800-468-7422 Hearings and Conference Boards Outreach to Community Partners and Stakeholders Community Relations Unit 1-800-457-6202 Modify Orders Employer New Hire Reporting “Alternative Solutions Program” <i>A Compassionate Portal To Child Support Services</i> 360-664-5028 AlternativeSolutions@dshs.wa.gov http://tiny.cc/DCSAAlternativeSolutions 	<p>1-800-446-0259 https://www.dshs.wa.gov/bha</p> <ul style="list-style-type: none"> Medicaid Enrollees are covered for mental health and substance use disorder treatment (also known as behavioral health). <p>Mental Health Crisis Services:</p> <ul style="list-style-type: none"> Anyone who needs mental health crisis services can receive them, including those who don't have insurance For a life-threatening emergency, call 911 For other help in a crisis, call the Washington Recovery HelpLine: 1-866-789-1511 <p>How to Get Services:</p> <ul style="list-style-type: none"> Find the Behavioral Health Organization in your area, and get other information, in this guide: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_Info_Clients.pdf If you live in Clark or Skamania County, contact your Apple Health plan directly. If you don't know how to contact your plan, call Apple Health: 1-800-562-3022 If you are an American Indian or Alaska Native and need <u>substance use</u> treatment services only, and you don't live in Clark or Skamania County, you may contact agencies directly on this list: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Providers/SUD_Fee-for-Service_Providers.pdf For free, confidential referrals to services and 24/7 crisis support, call: Washington Recovery Helpline 1-866-789-1511 		
Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays).	Hours of operation: 8:00 am – 5:00 pm Monday - Friday (except state holidays).	Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays). Suggested script: “Please have your Case Number, or Social Security Number available.”			

